BollEauth Public Communications 760 Graniand Avenue Jacksonville, Fla. 32221

July 1996

Dear Valued BellSouth Customer:

Thank you for choosing BellSouth Public Communications for your payphone needs. We appreciate your trust and the opportunity to serve you better by bringing you single-source convenience for all your payphone services and equipment.

As we promised in our recent telephone conversation, a written copy of the agreement is enclosed. It authorizes us to arrange interexchange long-distance payphone service on your behalf when lederal rules implementing the Telecommunications Act of 1996 go into effect a few months from now.

Please sign and return the white copy in the postage-paid envelope, along with the blue card indicating where you'd like us to send the send per-line bonus for each payphone and a name to whom the check should be made payable.

12494

You'll be all set when the rules for the new telecommunications legislation take effect. If the Federal Communications Commission's rules don't allow us to offer some of the services outlined in the agreement, you will not be obligated by it. We would still be able to take care of your other payphone services, as before.

If you have any questions, please call us toll free at 1-888-222-2646. Again, thank you for making BellSouth your first choice in payphone services.

Sincerely.

Gondra Williams

Sondra Williams Sales Manager

AGREEMENT FOR SERVICE NECOTIATION RIGHTS

This Agreement for Service Negotistion Rights ("Agreement") is made by and between BellSouth Telecommunications, Inc., ("The Company") having its principal place of business at 675 West Peachtree Street, Atlanta, Georgia 30367 and SEBASTIAN HIGH SCHOOL— (Location Provider) having its principal place of business at 9001 9111 AV VGP BLACK.

To the extent permissible by law, the Location Provider designates The Company as its exclusive Agent for all matters relating to pay telephone service, including but not limited to the selection of the primary interexchange carrier (PIC) for all pay telephones covered under this Agreement.

This Agreement shall be effective upon, and subject to the approval and implementation by the Federal Communications Commission ("FCC") of regulations pursuant to Section 276 of the Telecommunications Reform Act which provides for the right of The Company to select preferred interLATA carriers for its pay telephones. Should the FCC find that such right of interLATA carrier selection is not in the public interest, this Agreement shall be void and of no effect.

In the event Location Provider has an existing Agreement with another entity for interLATA services at such pay telephones, then the right granted to The Company by this Agreement shall become effective immediately upon termination of such agreement with another entity subject to the foregoing paragraph.

Should there he an existing Location Provider Agreement between The Company and Location Provider, this Agreement for Service Negotiation Rights shall be incorporated therein and become a part thereof, upon approval and implementation by the FCC of the right of the Company to select the interLATA carriers.

\$ 35.00 H

In consideration of the foregoing. The Company shall pay to Location Provider a one time signing bonus of twenty-five dollars (525,00) per line. In addition to the foregoing, the Company shall pay to Location Provider remuneration on a monthly basis or other, based on 2 % of BellSouth Public Communications 0+ and 0-dialed interi. ATA toll billed revenues. The signing bonus and remuneration is contingent upon approval and implementation by the FOC of the right of the Company to select the interi. ATA carriers.

This Agreement may be transferred or assigned, in whole or in part, by the Company to any pareint, successor, or affiliated company of The Company.

FOR BELLSOUTH:	FOR LOCATION PROVIDER:
signature	signature
printed or typed name	printed or typed name
üde	üde
date	date

Reference Payphone Number: 561 589-9439, 589-9434, 589-9385, 589-8299 (ACCT # 401 033-7518-234)

Attn: Uylonda.

Reffigurti Public Communications, Inc. 75 Boghy Prite Homewood, Alabama 19209

March 14, 1997

Dear BellSouth Semi-Public Coin Telephone Customer:

We'd like for you to know about an important change to your senti-public telephone service that will soon take place.

The Telecommunications Act of 1996 requires all telephone companies to "deregulate" semi-public coin telephone service. As a result, BellSouth Telecommunications will no longer be providing semi-public payphone service after March 31, 1997.

BellSouth Public Communications, Inc., a separate subsidiary of BellSouth Telecommunications. Inc., has been created to provide you with a single point of contact for all your payphone service needs. We'll still be the same BellSouth people and technology you've come to know and trust, but with even more focus and flexibility on serving you and your customers.

Effective April 1, 1997, you will begin to receive a new and expanded service called "BellSouth Business Payphone Service." This service will be provided by our new payphone services company, BellSouth Public Communications, Inc. You'll still receive all the benefits of BellSouth's 100 years of excellence in customer service, repair and maintenance, and advanced technology. And soon, BellSouth Business Payphone Service will enable you to enjoy single-source management of both your local and long distance service using BellSouth's preferred carriers. Even though the charges for this exceptional service are slightly higher than your former semi-public monthly charges, BellSouth Business Payphone Service is truly an incredible value. It is priced the same as or below most alternatives offered by other payphone providers or your local telephone company.

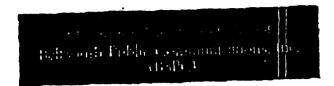
That means you can benefit from hassle-free responsiveness and one-stop convenience for all your payphone service needs. When your BellSouth Business Payphone Service begins on April 1, 1997, there will be no change in long distance carries. When we receive FGE approval to be able to contract and negotiate for long distance service on your behalf, we will contact you to obtain your authorization to use our preferred carriers. In the meantime, if you already have a contract with another carrier, please call us.

For more information about the positive changes we're making in your service, please refer to the Question and Answer section following. As always, if you have other questions, feel free to call us. We have set up a toll-free response line at I-888-895-5590 for this purpose.

We are excited about this opportunity to combine tradition with innovation and bring you BellSouth Business Payphone Service...the best value in payphone service today; value that will work for you.

Sincerely

Wally Vanden



How will these changes affect my service?

BellSouth Business Payphone Service is a new service but is expected to meet the same kinds of customer needs as our former semi-public payphone offering. BellSouth Business Payphone Service continues BellSouth's tradition of dedicated and trustworthy technicians offering reliable, courte-ous, and professional repair and maintenance, all backed by over 100 years of experience. The BellSouth brand that remains on your coin telephone assures you that your payphone equipment is surong and vandal-resistant, and that your service is proven for its dependability and ease of operation.

How will I be billed for the new BellSouth Business Payphone Service?

You will receive your final bill for semi-public coin telephone service from BellSouth Telecommunications, Inc. If you are due a credit, you will receive it directly from BellSouth Telecommunications, Inc.

You will immediately begin receiving a bill for your new BellSouth Business Payphone Service from BellSouth Public Communications, Inc. This bill includes charges for your payphone service and any equipment used in conjunction with this service.

How will this change affect my telephone number?

Your relephone number will not change unless you request it.

I advertise in the BellSouth Yellow Pages. Will BellSouth Public Communications, Inc., take over that responsibility as well and will my advertising charges continue to appear on my monthly bill?

No. You will receive your charges for advertising in the BellSouth Yellow Pages directly from BellSouth Advertising and Publishing Company on a separate bill.

Will I still be exempt from sales tex?

If your account is exempt from sales tax, it will be necessary for you to immediately provide us with a copy of your exemption certificate in order to continue that exemption. Please mail a copy of your certificate to us at:

BellSouth, 675 W. Peachtree St. NE, 3T81 BellSouth Center, Atlanta, Georgia 30375.



"BellSouth Public Communications Is Proud To Now Offer You High-Quality Long Distance Service As Part Of Our Complete Payphone Service Package."

Willy Vandett
Vic President, Sales
EclSouth Public Communications, Inc.

Cetting everything you need for your payp one service is now so much simpler.

All it takes is a simple YES! BellSo th Business Payphone Service was developed to give customers like you single source management of local and long distance service using BellSouth-prefer ed carriers.

As always, you benefit from BellSor th's unparalleled 100 years of payphone experience in the Southeast. Your customers get the great quality and helpful service they expect from BellSouth, plus reasonable rates and phones that work. And now, whether they be calling across town or across the country, BellSouth's the name they'll be looking for.

We will be conflicting you soon for a dhorization to begin the selection of long distance service at your BellSouth psyphone location. Your choice of the total BellSouth payphone service package featuring a BellSouth-preferred carrier enables us to continue your BellSouth Business Payphone Service at the same rate. Or, you may pick a different long distance provider at an additional \$15 per month charge. To take advantage of BellSouth's total package, please fill out and return the enclosed response carl today.

We thank you for your business and or the opportunity to now provide you and courses with high-trality long distance service. If you have any questions or would like the convenience of saying "YES!" today, give us a ring on our special toll-free information line, 1-888-895-5590.

July 29, 1997

TO:



FR:

Larry Kay

RE:

Bell South

I spoke with the supervisor for public payphones at Bell South. Her name is Ms. Macy Klimes Phone Number 404-529-7142. Ms. Klimes stated that a letter was mailed to all Bell South public payphone customers (9 states) saying the following: 1) Teltrust has been selected as a preferred carrier, 2) If you select Teltrust to be the carrier on your public payphones you will not be charged, 3) If you choose your own carrier you will be billed \$15.00 every month, 4) Bell South WILL NOT pay commissions to customers who have Teltrust as the carrier.

Examples of this:

A) Mr. Henry Tiernan at the Sugar Mill RV Park, Ochlocknee, GA pays a monthly \$35 line charge to Bell South to keep a public payphone at his location. He does this for the convenience of his customers and visitors. Bell South increased his bill to \$50.00 because he did not change to the Bell South preferred carrier, Teltrust.

B) Floyd Oil company, Kenny Floyd (Owner) Ph# 502-633-6623. An NOS agent did a 3 way call with the customer and Bell South to change the carrier on his 2 payphones, ANIs: 502-533-9040 and 502-639-9257. Ms. Morris at Bell South (404-529-8220) first said the change would be made then change her mind and said the Bell South marketing department would have to speak with Mr. Floyd. Ms. Morris told Mr. Floyd to expect a call back in two (2) days from the marketing department.

Obviously, they are going to attempt to sell Mr. Floyd long distance when no NOS agent is on the line.

C) An NOS agent contacted Knights Key Corporation (NOS CUSTOMER) in Marathon, FL. Mr. James Kyle, owner and his associate, Jane, (Ph# 305-743-7227) said a Bell South representative named John Werry visited the property. Knights Key Corp. has been an NOS customer and the payphones stopped showing traffic in May 1997. Mr. Kyles associate Jane said John Werry told them that if Mr. Kyle does not take Bell South Long Distance (no mention of Teltrust) then Bell South would remove the payphones. Mr. Kyle nor Jane have ever heard of Teltrust.

Additionally, No one from Bell South ever asked the customer if they had an existing contract. Is this interference??

Lastly: If the Bell company creates a separate division for purposes of managing the public payphones are they afforded a special relationship with the parent company from which they separated. In other words, can Bell South long distance get special considerations from the parent Bell South. Doesn't the CEI plan demonstrate how the two companies are to be autonomous? Is this Self dealing?

SEND	TO:
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OLYMPIC / NATIONWIDE OFFICIAL LEC COMPLAINT **FORM**

THIS FORM IS TO BE USED TO REPORT ANY QUESTIONABLE PROCEDURE PERFORMED BY THE LEC. IT WILL BE REVIEWED, AND ACTION MAY BE TAKEN IF NEED BE.

DATE: 8-21
YOUR NAME: IN GORDO
LEC: PRII SOUR
LEC REP.: Sycila
CUTOMER INFO-1. SITE NAME MY BOOKET KINT STOP
2.CONTACT BILL CORDELE PRITTLE CONSEX
3.ADDRESS FOR MINIKEN RO
CITYSOMETANIONS STATE/ZIPSC 292()3
BUSINESS NUMBER (\$64) 573 5715
ANI NUMBER(S)(869) 582.9708 /
EXPLAIN WHAT
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GIVE TIME. She REVED the COSTONICY TOY PORT TO TON TON US HE HAD TOS (PORT)
S-36 4 BELL SOUTH OF O WOULD CALL him in
ACTION 3 DAYS to DISCUSS THE ACCOUNTY
TAKEN:
TEII US
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OVEN

Page 2 of 2

my wotomer Also rever chances to TCS at ASTED LEC Who chosis that, why is when + she refused to Arever him. She Just Leep to Arever him. She Just Leep Saying Area will contact you!

Mention.

LEC COMPLAINT

DATE: 8-21-97	TIME:
AGENT NAME: THE GOR	
LEC: BELL SOUTH	LEC PHONE#: (800) 451-264k2
LEC OPERATOR: SYELLY	
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BUSINESS NAME: 00 BOOK	
, ,	ocle or title: Owner
CONTACT PHONE: (864) 573	5715
COMMENTS: TYC LEC	Interopted main my
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ASKEN THE CUSTON	new for An IO # a thien
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to Discuss tra	ACCOUNT & refused to
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On his proces a	+ ASKED for Lec who,
when & why - =	one refore to answer & SAID A
(20 Will CARILY ANI NUMBERS: (504) 582-9	moγ. ∞ '.

LEC COMPLAINT

DATE: 9/16/97	TIME: 3:50
AGENT NAME: Dee Be	mo
LEC: 135	LEC PHONE #:
LEC OPERATOR: SUS	in Itarton
BUSINESS NAME: \(\beta \)	ohrsas Game Room
CONTACT NAME: Thanco J	Johnson TITLE: Own
CONTACT PHONE: 601 45	569969
comments: oden#	47243
BS Reptold h	in Johnson that he was already
W/ BE TELHUST	+ if he changed he would
have to pay a\$5 (Frue Dollar Maintenan Fee
NOC Rep Said 1	UCS would come the #5 w/ Commission
eand. BS Rep.	tried to talk her. John and of
Dong Beares w/ J	ICG(cic513). In the end
	o throng + Gave me & Onfrachen
#	3
ANI NUMBERS: <u>601-456-</u> 9	969



DATE: 6 9/1-/97 TIME 2:40
AGENT NAME: Dee Bames
LEC: Bell Sath LEC PHONE #: 800 451 2646
LEC OPERATOR: Koren
BUSINESS NAME: Sanders VIIIE Exxon
CONTACT NAME: Muce Blakney
CONTACT PHONE: 425-3343 TITLE: Owner
COMMENTS: Karen Sand I can't mark change because
you have a commant of BS - I asked Kamif the was W/BS? She certisely he is w/ Telfust.
was W/BS? Ste cetures he is w/ Teltrust.
Dork Kain if he has a choire. Kain Said yes but Britishas to Send a request your sales Can EVI tents to Discuss the charge
ANI NUMBERS: 601-649 8942

Very Good

LEC COMPLAINT

DATE: 9-83-97	TIME: 10:50 Am
AGENT NAME: The GOTTON	· .
LEC: BELL SOOM LEC PHONE#:(SC	2)451-2646
LEC OPERATOR: MEDIA	
WINDING NAME VINCE THE THE	i e
BUSINESS NAME: VHE CHINOS BEST.	· ·
CONTACT NAME: BILL GROCERED TITLE:	Outre (
CONTACT PHONE (704) 375-9300	
COMMENTS: I PATEMOTED TO Drie	er the phychore
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At BEIL SOUTH . I GAVE WER	A11 05 my
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ANT NUMBERS: (704)	
373-9480	

weeks surplieding in a good

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Buisness Days and what was his contact number. I town media the prome company has always given my customers the Information they reduces why wouldn't she tell my Grobes the Date of a contract he suppositive signed. She replied "I ton't know".

Bill GEORGES HAS AT-T ON All OF his,
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HE WOULD OF TRUEY Switched to A no
NAME Company. (quate unquae)

HIS PAUDHONE WAS ALSO 00,00 ON 9-23
AS DELING ON ATI-T!



September 30, 1997

TO:

FR:

Larry Kay



RE:

Bell South Complaint

I am personally tracking the following Bell South complaint.

Mr. Neal Haywood, store manager for Jim Adams Super Market IGA, was contacted by Sandy Sage, an NOS agent. This customer had been on line with NOS since August 1996 and was paid commission through August 1997. The payphone had a last call in August 1997 so Sandy Sage contacted the property. He wasn't sure why his payphone went off line in the first place but agreed to a three way call with Bell South to reactivate his payphone of an NOS carrier.

Sandy Sage and Mr. Haywood called Bell South. The Bell South rep. that took the call told Mr. Haywood that his payphone was already on Teltrust. Mr. Haywood said he did not know who Teltrust was, hasn't made any changes to his LD carrier recently and certainly doesn't remember signing anything. The Bell South rep would not honor the customers request to change the PIC but instead told him a marketing rep from Bell South payphone would contact him in 3 business days. This call took place on 9/22/97 and as of 9/29/97 he has not been contacted by Bell South.

I personally have been contacting Mr. Haywood to see if he has received a call from Bell South payphone division.

Jim Adams Super Market IGA 15730 Highlland McKenzie, TN 38201 Contact # 901352-2266

Payphone # 901-352-9952

i, Kurrry Floyd do hereby state and affirm the following:
I am the owner of Floyd Oil Company I was contacted by Sandy Sage, a representative of National Operator Services Inc., on July 28, 1897 for the purpose of changing the long distance carrier on the 2 Bell South public payphones at my business. I agreed to change the carrier to ACG CIC 513. Ms. Sage conferenced in Bell South who was supposed to honor my request and change the long distance to my new choice. The Bell South representatives name Lies (last name not given) refused to make the change. She informed me that a representative of the Bell South marketing department would contact me. I explained that I have never had a problem changing carriers in the past and couldn't understand why Bell South was not honoring my request. Lies just seld she could not do it now.

Since that phone call, the Ball South marketing department never contacted me and the carrier on one of my payphones was slammed to Talatruct without my consent.

The foregoing is true to the best of my knowledge, information and belief.

Mr. Kenny Hovd, Owner

Floyd Oil Company





COMMISSION PAYMENT INFORMATION:

PUBLIC PAYPHONE LETTER OF AUTHORIZATION

./4 NO.UUS PNG2

LETTER OF AUTHORIZATION:

The undersigned CUSTOMER hereby authorizes National Operator Services, (NOS) to select the Primary latereschange Carrier for the provision of operator services to the public payphono(s) listed below and/or additional abusts attached hereto. The carrier selected ... We hereby authorize NOS to act as our Agent in the ordering and discontinuing of service for our payphone account, including the issuance of orders with respect to long distance and operator services for these public payphones. This letter also nathorizes the local telephone company and to accept any changes in our loas distance pompany, uniese prior written concent is obtained from CUSTOMER. CUSTOMER understands that the local telephone company may easest a nominal charge in connection with this selection, and that

only one carrier may be designated as the primary PIC for any telephone. CUSTOMER represents and warrants that he/she is the lawful conversel the property upon which the public payphone(a) is (and) located or is duly authorized by such owner to select the carrier listed above at the Primary Interesphance Carrier and that the individual signing below has full power and authority to execute this Agreement and bind the CUSTOMER to the terms hereof.

National Operator Services, Inc. will pay CUSTOMER a monthly commission of 150 per operator-assisted (non coin)

Interance call handled by the NOS affiliated carrier listed above and made from the public payphones listed below. CLETOMER INFORMATION: (Please Print) Company Name Address Authorized Konsur Pland Person Remittance Address for Commission and Correspondence if different from above: Public Paythone numbers: (502) 533-9040 LEC: Previous Carrier: TERM: The ledital term of this agreement shall be for a period of two years. Thereafter, this agreement shall automatically be renewed for successive one year terms unless canceled by either party in writing within thirty (30) days prior to the expiration of the initial or then applicable reserval Three-way/Call Install LEC Representative NOS Sales Representation Signature of Customer

National Operator Services, Inc. (NOS) 6701 Democracy Bivd. Suite 204, Bathasda, MD 20817 (800) 233-1667 - Fax (800) 408-0086 - B-mail ma@in.notcom.com

Form 103/796

FOT 502-

AFFIDAVIT

1. Sanet Mollberg, d	o hereby state and affirm the following: is
1. Wry position at	10
2. This is what happened:	change que pic on a oublic
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in the could no	5) do that she said she w
+- have some	ove how we somes used.
call my costomer.	she said she could not give
me a Rep That e	# Some to call is hon
in called immed	ratly again got another res
	I que order immediatly.
3. The following questionable	e procedure was performed.
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was not authorize	d To make Pic charige
Public Pay Phones.	
, .	•
The foregoing is true to the l	best of my knowledge, information and belief.
	// mid with the control of the contr
fall Illall	4 939
Signature	Date
Subscribed and sworn to in a	my presence this day of 1997.
My commission expires:	probable with the probability of
Seal	
Notary Public	

SEND TO:	
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OLYMPIC / NATIONWIDE OFFICIAL LEC COMPLAINT FORM

THIS FORM IS TO BE USED TO REPORT ANY QUESTIONABLE PROCEDURE PERFORMED BY THE LEC. IT WILL BE REVIEWED, AND ACTION MAY BE TAKEN IF NEED BE.

DATE: 8-21
YOUR NAME: Thy EORDO LEC: Pall South
LEC REP.: SYEILY
CUTOMER INFO: L.SITE NAME MY BOOKET KWY STOP 2.CONTACT BILL CORRESPONDING 3.ADDRESS RAS MINING RO CITY SORTHANDOO STATE/ZIP S C 293/3 BUSINESS NUMBER (SOA) 573 5715 ANI NUMBER (S) 86A) 582-9708 EXPLAIN WHAT HAPPENED: Le C intervote o me in my Totroniction of Custome (Linfo) AND ASY me workt Exactly was I
CAILING FOX" WHEN I replied O- PIC CHANGE SHE CONTINUED WITH THE CUSTOMER DOWN TREASED TO LET ME
GIVE TIMES She REVED the CUSTOMER FOY AN ID # 4 then town US he has TCS
She would put ActivAte It on the 8-26 4 PEIL SOUTH PEO WOULD CAIL him in ACTION 3 DAYS to DISCUSS THE ACCOUNT & YE FUSE O
TAKEN: YEFUSED

my customer Also revier chanters to TCS at ABLEO LEC Who choise that why is when a she refusion to Arever him. She JUST Lecep Saying Area will contact you!

On Wednesday, May 21st, I contacted Bell South with a customer on 3-way in order to place a pic-charge. We spoke with May Birch at Bell South and I gave her the payphone ownber, and I told her we were placing Amnex 370 on the payphone. May Birch osked me if "Amex 3700" was Teltoust. I told her no, and that we were removing the present long distance carrier and placing Amnex 370 on the pouphon. Then, she told my customer that it she would like to place the Bell South preterred corrier, Tettrust, on the payphone there would be no charge, but if we wanted to go with "Amexee" there would be a \$15 line charge per phase. My customes still requested - Amnex, so orang Birch said they would have to contact her direct in 3 working days, to explain it to her. I thanked May Brich and some her the second pupphare number.

Customes - Janna Garrett - (770) 451-0236 Ani-(770) 452-9984 Aci-(770) 216-9369

Ashton Woods Rehab Center

MEMORANDUM

DATE:

May 21, 1997

TO:

Whom it may concern

FROM:

Bob Patlan

RE:

Complaint against Bell South

Dear Sirs,

This is to document my personal on-going experiences with the Bell South payphone dept, and the representatives that work in that dept.

On May 21, I contacted a business called B&B Spirits, and talk to the owner whose name is Burton Handmacher. There are 2 payphones and the numbers are 404-299-9943 and 404-221-8652. I waited with the customer for 20 minutes which until recently, is highly unusual, but now standard waiting time for that department. We finally got a Bell South representative by the name of Mrs. King. We have a set format to follow when doing a 3-way pic change at Bell Souti and I have followed it literally 2 years. Lately however, ever rep has had a different format, this time Mrs. King allowed me only to tell her my name. She quickly ask for the owner to identify himself, he said he was Burton Handmacher the Vice President.

She them without any hesitation ask him for the numbers to the payphone, which is very unusual because we were always allowed to give that into mation for the owner in the past.

After she got the information, she again put us on hold to make sure the Burfon was the agent on record. After making the customer hold for 5 more minutes she came on the line and said he was not the customer of record. Burton quickly brought up the fact that if the old owners name was on the account, Mrs. King would have to change or update her records. At this point she became very belligerent and insisted that he has nothing to do with the account and she would not discuss Burton's account any longer. She did not even tell him to call back later so that a new ownership contract could be sent out to him. She then hung up on me and the customer without even saying was disconnecting.

Call if you have any questions.

Thank you,